Commonwealth Office of Technology

Rated Service Description

Enhanced Mailbox Support	Rate
ME10 Per Mailbox, per month	$22

The ME10 service offers a single, Enhanced mailbox using the Commonwealth standard Microsoft Exchange system.

ME10	**Includes the following HARDWARE**
	400 MB of storage available per mailbox

ME10 **Includes the following SOFTWARE**

Entrust message encryption software and license

Anti-virus protection software (does not reside on the desktop)

IronMail anti-spam protection software (does not reside on the desktop)

ME10 **Includes the following SERVICES**

Daily backups of e-mail mailbox (via TSM). Backups are retained on a 12 day revolving cycle (only the prior 12 calendar days are available at any one time)

Ability to send and receive encrypted messages

10 MB attachment limit

Outlook Web Access (access to the Outlook mailbox via the Internet)

Retrieval of e-mail from a wireless device (that supports Active Sync/Mobile 5 and 6)

Ability to create a secure connection from remote locations, using RPC/HTTP, to the Commonwealth's Microsoft Exchange System

Mail relay (ability to direct messages from server application software to the Microsoft Exchange system)

24 X 7 X 365 access to the Commonwealth Service Desk

Support staff is available on-site Monday - Friday, 7:30am to 5:30pm. Personnel are on-call for after-hours, emergency support. All support is included in the cost of this service.

ME10 **To Initiate Service or Report a Problem with this service**
Please contact the Commonwealth Service Desk:
· 24x7 Phone support: 502-564-7576
· Toll free support number: 800-372-7434
· Via e-mail CommonwealthServiceDesk@ky.gov

You will also need to complete and submit an F-180 form to the Commonwealth Service Desk when you request to initiate this service. Please note that a valid COT Billing Number will be required on the F-180 Form. The F-180 form can be found here: http://technology.ky.gov/support/cot_forms.htm.

ME10 **Additional Service Clarifications**

For a mailbox recovery or investigation, services will be charged at the rate of $75.00/hour, with a two hour minimum.